

Quality Assurance

Survey Methods

The focus of Quality Assurance within the Aging and Adult Administration (A&AA) is to determine the satisfaction levels of the customers who utilize services and service providers. In determining satisfaction levels, random sampling and standardized questionnaires were used to identify program strengths and weaknesses and implement programmatic changes in an effort to increase satisfaction levels over time.

In SFY 2001, A&AA Quality Assurance reviewed 635 Adult Protective Services (APS) cases and conducted three major satisfaction surveys. Surveys targeted: 1) A&AA service providers, 2) Foster Grandparent Program (FGP) volunteers and supervisors, and 3) legal assistance customers and providers. Technical assistance was provided by the Arizona Department of Administration, Personnel Division, who used computer technology to scan survey answer sheets. Computer scanning has proven to be an efficient and accurate method of obtaining raw data for analysis over the past two years.

Customer and Provider Satisfaction Surveys

In SFY 2001, the provider satisfaction survey was sent to the Area Agencies on Aging (AAAs), tribal contractors, and the Senior Community Service Employment Program (SCSEP) contractors and legal providers. Ninety-six surveys were sent, and 51 were returned, a return rate of 53%. Survey results indicated that 86% of the contracted providers were satisfied with services received from the A&AA.

During SFY 2001, the recipients of legal assistance services were asked to rate their satisfaction with the service they received. Out of 526 surveys mailed, 232 were returned, a return rate of 44%. Of those who returned the survey, nearly 88% expressed a satisfaction with the services they received.

Surveys were sent to 112 participants in the FGP in SFY 2001. Seventy-eight responses were returned, a return rate of 70%. FGP surveys detailed the participant's satisfaction with the training, supervision, and compensation. The results showed that 87% of the respondents were satisfied with the program.

Adult Protective Services Case Reviews

APS cases are reviewed for quality assurance annually. During SFY 2001, closed APS cases were randomly selected for review. Twenty criteria were used as standards to measure the work conducted in the areas of intake, case management and supervision. The SFY 2001 case review study considered cases to be quality assured that met at least 18 out of 20 criteria. The results showed that statewide, 447 or 70.4% of the 635 cases reviewed met at least 18 criteria.

Arizona Performance Outcomes Measurement Project

The A&AA participated in the Performance Outcome Measures Project II (POMP II) sponsored by the Administration on Aging (AoA) during fiscal FY 2001⁴. POMP II is a result of efforts by the AoA to promote evidence-based decision-making in the development of policies and programs for the elderly, their families and caregivers. AAAs Regions 1, 2 and 3 participated in a POMP II pilot project along with numerous other agencies in fifteen states. Participating Arizona agencies selected the following service domains for performance measure: 1) nutrition; 2) caregiver; 3) information & assistance; 4) transportation; 5) home care satisfaction; 6) barriers to service; 7) capacity building; and 8) case management. Data collection has been provided to the AoA for processing analysis.

⁴ POMP II replaced the Non-Medical Home and Community Based (NMHCBS) customer satisfaction survey that was conducted the past two years and which will resume in SFY 2002.